

Detroit Police Department Communications Operations



Chief of Police James E. Craig





Communications Operations



911 Call Center

Notification & Control

Police Dispatch

Keeper of the Records

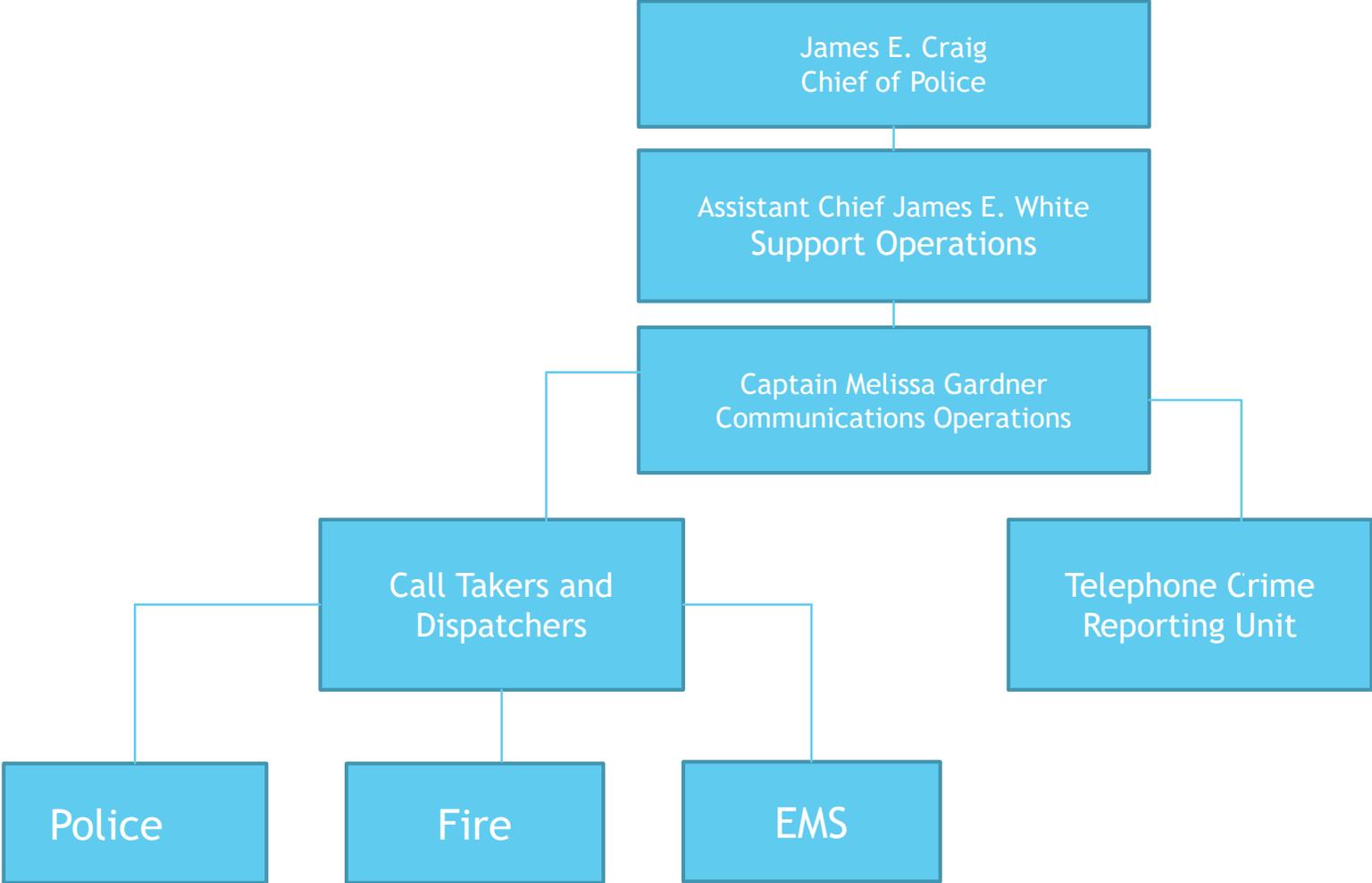
Message Center

Telephone Crime Reporting Unit

Quality Assurance/Quality Improvement Training (QA/QI)



Organizational Structure



Detroit's 911 Call Center



- Call Takers interview, process, refer, and provide 'medical' pre-arrival instruction for all 'emergency' calls for service.
- Call Takers also utilize (July, 2015), Priority Emergency Medical Dispatch (EMD), which is a 'standardized' protocol which guides medical questions and efficiently prioritizes the medical calls for service.
- January 1, 2019 - December 31, 2019 - Detroit's Emergency 9-1-1 Public Safety Answering Point (PSAP) processed **1,284,254** calls for service.

Detroit Police Dispatch

- Dispatches and monitors all Police runs to available police response and support units.
- Requests specialty units for assistance such as E.M.S., Fire, Canine, Air Support, Homicide, Crime Scene Services, etc.
- Requests the aid of assisting agencies such as DTE, Water Board, Public Lighting, Michigan State Police, Border Patrol, Coast Guard, Red Cross, Salvation Army, FBI, and Homeland Security.
- Relays in real time information to scouts, the descriptions of wanted or missing persons, vehicle descriptions, other pertinent information and administrative messages.



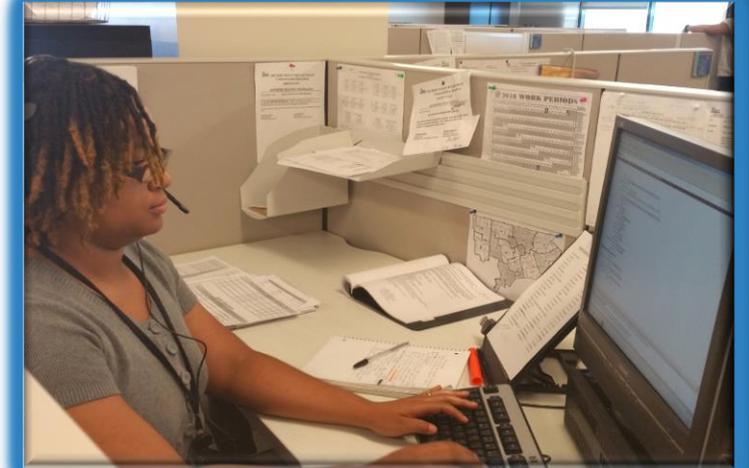
Notification & Control



- Provides prompt Notification on major events to Department Executives.
- Arranges legal representation for Police Show-ups, processes arrest paperwork for violation of Personal Protection Orders, and Writs of Habeas Corpus served on D.P.D.
- Advises Patrol Officers, Supervisors and orchestrates assistance as needed.
- Prepares issuance of Teletypes for Part One (1) Crime offenses.
- Receives and documents city Raid Notifications, Well Being Checks and Death Notifications
- Serves as Liaison between Wayne County Prosecutor's Office and law enforcement agencies after hours, also arranges for 36th District Magistrates, on call 3rd Circuit Emergency Judges for Police Officers in the field.
- Provides Language interpreters for units in the Field, upon request.

Telephone Crime Reporting Unit (TCRU)

- TCRU receives non-emergency calls and assists with E- 911 over-flow calls.
- From January 1, 2019 through December 31, 2019, TCRU completed **48,158 Superior Reports, 5,780 supplemental reports** for recovered vehicles, and processed **143,043 incoming calls**.
- TCRU completes all stolen vehicle reports, Law Enforcement Information Network (LEIN) entries and reports for license plates of recovered, stolen vehicles or impounded vehicles.
- TCRU is responsible for the License Plate Reader (LPR) and entering the License Plate Hotlist.
- TCRU is responsible for completing entries into LEIN and provides responses to and from other cities regarding vehicles.
- TRCU validates approximately **2,000 vehicles per month in LEIN**.



Quality Assurance/Quality Improvement (QA/QI) Training Team

- The purpose of the Emergency Medical Dispatch (EMD) Professional Questioning Answering (PRO-QA), Quality Assurance/Quality Improvement (QA/QI) Peer to Peer team is to assist call takers in proper response to Emergency Medical Dispatch calls and to assist in meeting national standards.
- Obtains PRO-QA National Accreditation by maintaining a 93% score or higher for three (3) consecutive months with Emergency Medical Dispatch (EMD), Professional Questioning/Answering (PRO-QA) protocol.
- QA/QI Team will continue to provide Peer to Peer Training. Members will receive individual one on one training and live tethering; this method provides immediate feedback on policy adherence as well as outliers of the Cardiac Arrest protocol.

2020 Goals

- ❖ To attract experienced, qualified, motivated employees and leadership
- ❖ To create an engaging employee experience to make work more enjoyable
- ❖ To provide robust training to boost employee job skill levels
- ❖ To develop greater efficiency in recruitment and training of staff
- ❖ To maintain quality service and performance metrics to qualify for accreditation
- ❖ To identify problem areas and service failures for quality control and risk mitigation
- ❖ To develop a platform for community outreach to the citizenry of Detroit

Communications at a Glance



- Communications is a **24/7** Operation.
- In case of an emergency, there is a back-up Communications Center at Lyndon.
- Currently servicing approximately **2,800** calls daily.
- **96%** of incoming calls are answered within **20** seconds.
- Dispatched over **6,800** calls related to mentally challenged individuals per year.
- Telephone Crime Reporting Unit processed approximately **48,000** Superior reports per year.

Questions

